

## **Program A: Administration**

Program Authorization: La. Constitution, Article X

### **PROGRAM DESCRIPTION**

The mission of the Administration Program is to provide continuity and quality in governmental services by protecting employees from adverse action for reasons unrelated to their conduct or performance on the job; to give advice and counsel to the Department of Civil Service, the Civil Service Commission, state managers, and employees regarding personnel practices; to enhance the ability of the Department of State Civil Service and human resource offices statewide to meet or exceed their goals through the utilization of information technology; and to provide financial and managerial control of department operations.

The goals of the Administration Program are:

1. To improve the discipline and appeal procedures through streamlining the processes and educating users.
2. To utilize technology to improve the productivity and effectiveness of Civil Service and its user agencies.

The Administration Program includes the following activities: Administrative Support, Appeals, and Management Information Systems.

- The Administrative Support activity includes legal, accounting, purchasing, mail, and property control functions for the Department of State Civil Service and Civil Service Commission.
- The Appeals activity hears employees' complaints that their fundamental rights have been violated and provides decisions that are consistent with the basic tenets of the merit system, the civil service article, the civil service rules, existing jurisprudence and equity.
- The Management Information Systems activity provides an accurate, reliable, responsive mechanism for maintaining the official personnel and position records of the state.

### **OBJECTIVES AND PERFORMANCE INDICATORS**

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2001-2002. Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicator values are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year (the fiscal year of the budget document).

GENERAL PERFORMANCE INFORMATION: DEPARTMENT OF STATE CIVIL SERVICE					
PERFORMANCE INDICATOR	PRIOR YEAR ACTUAL FY 1995-96	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00
Number of classified state employees as of June 30	66,872	66,215	66,432	66,754	66,332
Number of unclassified state employees as of June 30	31,860	32,483	33,967	33,823	35,194
Overall turnover rate in state employment	17.5%	18.2%	21.0%	18.6%	22.5%
Percentage of state classified employees at maximum pay <sup>1</sup>	29.7%	28.8%	3.6%	1.2%	18.2%
Ratio of State Civil Service staff to classified employees <sup>2</sup>	1:670	1:662	1:655	1:646	1:632
State Civil Service expenses per covered employee <sup>3</sup>	\$76	\$80	\$81	\$90	\$95

<sup>1</sup> Maximum of the General Schedule was raised by 10% on July, 1, 1997; maximum of the Medical Schedule was raised by 10% on January 1, 1999.

<sup>2</sup> External Comparison/Benchmarks:

Nationwide median ratio of state central personnel system staff to employees (from survey of state governments published in 1996 by the Council of State Governments) 1:393.

Nationwide median ratio of private sector personnel staff to employees (from 1998 Bureau of National Affairs survey of private organizations) 1:100.

<sup>3</sup> Nationwide state central personnel system expenditure per covered employee (from survey of state governments published in 1996 by the Council of State Governments) \$155.

Nationwide median private sector personnel function expenditure per covered employee (from 1998 Bureau of National Affairs survey of private organizations) \$994.

1. (KEY) Through the Appeals activity, to speed up the hearing process so that by June 30, 2002, there are no unheard separation cases over 4 months old and no more than 90 other unheard cases over 6 months old.

Strategic Link: This operational objective is an incremental step toward accomplishing Strategic Objective V.1: *Speed up the hearing process so that by June 30, 2002, there are no unheard separation cases over four months old.*

Louisiana: Vision 2020 Link: This operational objective is in support of LAEDC Action Plan 2000 Strategic Objective I.8: *Increase efficiency and accountability of government agencies.*

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1999-2000	ACTUAL YEAREND PERFORMANCE FY 1999-2000	ACT 11 PERFORMANCE STANDARD FY 2000-2001	EXISTING PERFORMANCE STANDARD FY 2000-2001	AT CONTINUATION BUDGET LEVEL FY 2001-2002	AT RECOMMENDED BUDGET LEVEL FY 2001-2002
K	Number of unheard separation cases over 4 months old <sup>1</sup>	40	37	40	40	0	0
K	Number of other unheard cases over 6 months old <sup>2</sup>	120	73	90	90	90	90

<sup>1</sup> As of October 1, 2000, this number will not include cases scheduled for hearing but continued at the request of a party.

<sup>2</sup> Other cases include all appeals for actions that are not separations. There is no strategic target for number of other unheard cases over 6 months old. As of October 1, 2000, this number will not include cases scheduled for hearing but continued at the request of a party.

2. (KEY) Through the Appeals activity, to speed up the decision process so that by June 30, 2002, 60% of all refereed decisions are rendered within 45 days and no more than 20% of the decisions are 3 months old or older.

Strategic Link: This operational objective is an incremental step toward accomplishing Strategic Objective V.2 (revised): *Speed up the decision process so that by June 30, 2002, 60% of refereed decisions are rendered within 45 days.*

Louisiana: Vision 2020 Link: This operational objective is in support of LAEDC Action Plan 2000 Strategic Objective I.8: *Increase efficiency and accountability of government agencies.*

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1999-2000	ACTUAL YEAREND PERFORMANCE FY 1999-2000	ACT 11 PERFORMANCE STANDARD FY 2000-2001	EXISTING PERFORMANCE STANDARD FY 2000-2001	AT CONTINUATION BUDGET LEVEL FY 2001-2002	AT RECOMMENDED BUDGET LEVEL FY 2001-2002
K	Percentage of refereed decisions rendered within 45 days	60%	51%	60%	60%	60%	60%
K	Percentage of refereed decisions over 3 months old	10% <sup>1</sup>	32%	20%	20%	20%	20%

<sup>1</sup> The performance standard for FY 1999-2000 was too aggressive to attain. In recognition of this, State Civil Service adjusted its FY 1999-2000 Fourth Quarter target to 30% in order to reflect a more accurate and attainable percentage of refereed decisions over 3 months old.

3. (SUPPORTING) Through the Appeals activity, to provide training to improve users' skill in the appeal and discipline processes so that in FY 2001-02, no more than 1% of disciplinary actions against permanent employees are reversed for procedural reasons.

Strategic Link: This operational objective is an incremental step toward accomplishing Strategic Objective V.4 (Revised): *Develop training to improve users' skills in discipline and appeal processes so that by June 30, 2002, no more than 1% of disciplinary actions are reversed due to procedural errors.*

Louisiana: Vision 2020 Link: This operational objective is in support of LAEDC Action Plan 2000 Strategic Objective I.8: *Increase efficiency and accountability of government agencies.*

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

L E V E L		PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1999-2000	ACTUAL YEAREND PERFORMANCE FY 1999-2000	ACT 11 PERFORMANCE STANDARD FY 2000-2001	EXISTING PERFORMANCE STANDARD FY 2000-2001	AT CONTINUATION BUDGET LEVEL FY 2001-2002	AT RECOMMENDED BUDGET LEVEL FY 2001-2002
S	PERFORMANCE INDICATOR NAME						
	Percentage of disciplinary actions against permanent employees that are reversed for procedural reasons	1.5%	0.5%	1.5%	1.5%	1.0%	1.0%

**GENERAL PERFORMANCE INFORMATION: APPEALS ACTIVITY**

<b>PERFORMANCE INDICATOR</b>	<b>PRIOR YEAR ACTUAL FY 1995-96</b>	<b>PRIOR YEAR ACTUAL FY 1996-97</b>	<b>PRIOR YEAR ACTUAL FY 1997-98</b>	<b>PRIOR YEAR ACTUAL FY 1998-99</b>	<b>PRIOR YEAR ACTUAL FY 1999-00</b>
Number of incoming appeals	563	574	522	451	400
Number of final dispositions	434	452	698	516	530
Total backlog	573	703	520	455	321
Number of unheard separation cases over 4 months old	Not available	77	56	40	37
Number of other unheard cases over 6 months old	Not available	295	147	71	73
Percentage of decisions rendered within 45 days	65%	54%	53%	48%	51%
Percentage of refereed decisions over 3 months old	23%	28%	19%	21%	32%
Percentage of disciplinary actions reversed for procedural reasons	3.0%	2.0%	0.5%	0.3%	0.5%

4. (KEY) Through the Management Information Systems activity, to complete the conversion of the state's official personnel records to electronic images so that the department is ready to move to the new state building in 2002.

Strategic Link: This operational objective is related to the following strategic goals and objectives: Strategic Goal VI: *To utilize technology to improve the productivity and effectiveness of Civil Service and its user agencies.* Strategic Objective VI.4: *To research new and existing technologies to enable the Department of Civil Service to meet or exceed its goals by June 30, 2003, and ongoing.* Strategy VI.4.2: *To research and investigate electronic records management systems that would simplify and increase the effectiveness of records storage and retrieval systems.*

*Louisiana: Vision 2020* Link: This operational objective is in support of LAEDC Action Plan 2000 Strategic Objective 1.8: *Increase efficiency and accountability of government agencies.* This operational objective is also in support of LAEDC Action Plan 2000 Strategic Objective 2.4: *Develop and implement a long-term strategic plan for the significant improvement of Louisiana's information and telecommunications infrastructure.*

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

Explanatory Note: The department must maintain a record of all classified and unclassified employees and any changes to those records. These records currently occupy 2,400 square feet of floor space and have a very high retrieval rate (approaching 1,000 accesses per day). The new Claiborne Building of the Capitol Complex (where the Department of State Civil Service is scheduled to move) cannot physically accommodate these records. The best solution to this records management problem is to implement electronic imaging of the documents. In order to be able to move into the new building in 2002, the department must convert the state's official personnel records to electronic images. This project began last fall and all necessary hardware and software is now in place for the planned November 1, 2000 implementation. Once the system is implemented, we will begin the process of converting the existing 5-6 million paper documents to digital images. This process is scheduled to begin in January 2001 with a target completion of October 31, 2001.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1999-2000	ACTUAL YEAREND PERFORMANCE FY 1999-2000	ACT 11 PERFORMANCE STANDARD FY 2000-2001	EXISTING PERFORMANCE STANDARD FY 2000-2001	AT CONTINUATION BUDGET LEVEL FY 2001-2002	AT RECOMMENDED BUDGET LEVEL FY 2001-2002
K	Percentage completion of record conversion project <sup>1</sup>	35%	35%	66%	66%	100%	100%

<sup>1</sup> The name of this performance indicator was changed from "percentage completion of preparation for move to new building" for FY 2000-2001. This change was made for clarity purposes. The calculation methodology remains the same.

#### Other MIS Performance Information:

The Management Information Services Division led the Department of State Civil Service into the year 2000 with a successful year 2000 remediation project. The staff of MIS addressed all year 2000 computer issues on schedule and all systems were fully operational on the first work day of the new year.

As a support organization for the department's strategic initiative, ASCEND 2020, MIS played a major role in all of the ASCEND projects. MIS staff were active members in the Personnel Action Decentralization Pilot Project and produced all reports identified by the Pilot Team to successfully post-audit agencies. The work that this team completed prepared the department for the total decentralization of actions on October 2, 2000. MIS is also a key player in the ASCEND 2020 initiative: Internet Vacancy Posting Network (described fully in the Human Resource Program: Objective 8). All hardware and software has been acquired and installed for this system. Programming is now underway by a MIS managed consultant for a planned November 30, 2000, start-up of a phased in implementation.

Other projects of significance for the past year include the development and implementation of a website for use by employees in human resource offices. This secured site allows the department to focus attention on assisting the human resource offices in accomplishing their mission's critical functions. The department is now able to offer streaming videos via its website to better communicate with agencies and state employees due to a successful collaboration with Louisiana Public Broadcasting. In addition, legal opinions issued by the Civil Service Commission were also placed on the department's web site and are fully searchable.

The department has also been involved closely with the new ISIS HR system, which was implemented on October 2, 2000. Technical support staff were able to certify user access to the System Application Program (SAP) interface ahead of schedule. The department also provided timely data to the ISIS HR project team and to agencies that will electronically interface with the ISIS HR system. The MIS staff will concentrate on supporting the department from a reporting standpoint in this new system.



## RESOURCE ALLOCATION FOR THE PROGRAM

	ACTUAL 1999 - 2000	ACT 11 2000 - 2001	EXISTING 2000 - 2001	CONTINUATION 2001 - 2002	RECOMMENDED 2001 - 2002	RECOMMENDED OVER/(UNDER) EXISTING
MEANS OF FINANCING:						
STATE GENERAL FUND (Direct)	\$0	\$0	\$0	\$489,789	\$0	\$0
STATE GENERAL FUND BY:						
Interagency Transfers	2,863,777	3,870,390	3,913,205	2,564,580	3,246,369	(666,836)
Fees & Self-gen. Revenues	180,721	205,927	208,180	119,676	203,428	(4,752)
Statutory Dedications	0	0	0	0	0	0
Interim Emergency Board	0	0	0	0	0	0
FEDERAL FUNDS	0	0	0	0	0	0
TOTAL MEANS OF FINANCING	<b>\$3,044,498</b>	<b>\$4,076,317</b>	<b>\$4,121,385</b>	<b>\$3,174,045</b>	<b>\$3,449,797</b>	<b>(\$671,588)</b>
EXPENDITURES & REQUEST:						
Salaries	\$1,224,823	\$1,262,208	\$1,262,208	\$1,283,590	\$1,394,450	\$132,242
Other Compensation	91,105	150,060	150,060	67,340	67,340	(82,720)
Related Benefits	322,666	364,512	364,512	346,990	368,566	4,054
Total Operating Expenses	734,111	1,674,251	1,674,251	1,039,947	1,018,046	(656,205)
Professional Services	75,908	84,000	128,675	85,410	84,000	(44,675)
Total Other Charges	459,361	478,409	478,409	300,992	467,619	(10,790)
Total Acq. & Major Repairs	136,524	62,877	63,270	49,776	49,776	(13,494)
TOTAL EXPENDITURES AND REQUEST	<b>\$3,044,498</b>	<b>\$4,076,317</b>	<b>\$4,121,385</b>	<b>\$3,174,045</b>	<b>\$3,449,797</b>	<b>(\$671,588)</b>
AUTHORIZED FULL-TIME EQUIVALENTS: Classified	29	29	29	29	34	5
Unclassified	0	0	0	0	0	0
TOTAL	<b>29</b>	<b>29</b>	<b>29</b>	<b>29</b>	<b>34</b>	<b>5</b>

## SOURCE OF FUNDING

This program is funded with Interagency Transfers, and Fees and Self-generated Revenues. In accordance with R.S. 42:1383 this program is funded with Interagency Transfers from state agencies with classified employees and Fees and Self-generated Revenues from non-budgeted and ancillary state agencies with classified employees.

## ANALYSIS OF RECOMMENDATION

GENERAL FUND	TOTAL	T.O.	DESCRIPTION
<b>\$0</b>	<b>\$4,076,317</b>	<b>29</b>	<b>ACT 11 FISCAL YEAR 2000-2001</b>
			<b>BA-7 TRANSACTIONS:</b>
\$0	\$45,068	0	Carry forward funding for professional services contract for imaging project and desk
<b>\$0</b>	<b>\$4,121,385</b>	<b>29</b>	<b>EXISTING OPERATING BUDGET – December 15, 2000</b>
\$0	\$9,341	0	Annualization of FY 2000-2001 Classified State Employees Merit Increase
\$0	\$15,130	0	Classified State Employees Merit Increases for FY 2001-2002
\$0	(\$14,194)	0	Risk Management Adjustment
\$0	\$49,776	0	Acquisitions & Major Repairs
\$0	(\$62,877)	0	Non-Recurring Acquisitions & Major Repairs
\$0	(\$45,068)	0	Non-Recurring Carry Forwards
\$0	\$754	0	Legislative Auditor Fees
\$0	\$944	0	UPS Fees
\$0	\$68,393	0	Salary Base Adjustment
\$0	(\$81,119)	0	Attrition Adjustment
\$0	\$160,681	0	Rent in State-Owned Buildings
\$0	\$5,946	0	Maintenance of State-Owned Buildings
\$0	(\$735,342)	0	Non-Recurring expenses related to imaging
\$0	(\$179,115)	0	Non-recurring computer expenses to Office of Information Services
\$0	(\$10,000)	0	Reduced training expenses
\$0	\$145,162	5	Transfer imaging expenses from Human Resources Program
<b>\$0</b>	<b>\$3,449,797</b>	<b>34</b>	<b>TOTAL RECOMMENDED</b>
<b>\$0</b>	<b>\$0</b>	<b>0</b>	<b>LESS GOVERNOR'S SUPPLEMENTARY RECOMMENDATIONS</b>
<b>\$0</b>	<b>\$3,449,797</b>	<b>34</b>	<b>BASE EXECUTIVE BUDGET FISCAL YEAR 2001-2002</b>
			SUPPLEMENTARY RECOMMENDATIONS CONTINGENT ON NEW REVENUE:
\$0	\$0	0	None
<b>\$0</b>	<b>\$0</b>	<b>0</b>	<b>TOTAL SUPPLEMENTARY RECOMMENDATIONS CONTINGENT ON NEW REVENUE</b>

**\$0            \$3,449,797            34    GRAND TOTAL RECOMMENDED**

The total means of financing for this program is recommended at 83.7% of the existing operating budget. It represents 94.9% of the total request (\$3,633,345) for this program. The reduced funding is primarily due to the removal of non-recurring expenditures for the imaging project , and due to a reduction in computer expenses due to the ending of the ISIS Human Resources/Payroll Project. The increased T.O. is due to the transfer of five clerical positions from the Human Resource Program.

## **PROFESSIONAL SERVICES**

\$40,000	Contract referees to conduct administrative hearings for the Civil Service Commission
\$30,000	Computer consultant for conversion of active and inactive state personnel records to a computerized electronic storage and retrieval system
\$14,000	Court reporters for production of transcripts of appeals
<b>\$84,000</b>	<b>TOTAL PROFESSIONAL SERVICES</b>

## **OTHER CHARGES**

\$34,907 Legislative Auditor expenses

**\$34,907 SUB-TOTAL OTHER CHARGES**

### **Interagency Transfers:**

\$30,459	Maintenance of State Buildings
\$206,531	Rent for Statewide Buildings
\$137,550	Department of Transportation for building maintenance
\$46,673	Division of Administration for data processing support
\$2,000	State Treasurer for fiscal services
\$6,619	Division of Administration for payroll services
\$1,800	Division of Administration for mail services
\$1,080	CPTP

**\$432,712 SUB-TOTAL INTERAGENCY TRANSFERS**

**\$467,619 TOTAL OTHER CHARGES**

## ACQUISITIONS AND MAJOR REPAIRS

\$49,776 Replacement personal computers

**\$49,776 TOTAL ACQUISITIONS AND MAJOR REPAIRS**